

2005-2007 IT PLAN Summary - Agency Budget Request

00325 DEPARTMENT OF HUMAN SERVICES

2005B0100325

AGENCY IT OVERVIEW

North Dakota Department of Human Services - Mission Statement - Our mission is to provide quality, efficient and effective human services, which improve the lives of people. The Department of Human Services (DHS) exists to provide services to vulnerable children, adolescents, adults, elderly, and families in North Dakota. DHS seeks to help North Dakotans help themselves to maintain or enhance their quality of life, which may be threatened by lack of financial resources, emotional crisis, disabling conditions, or inability to protect themselves. Emphasis is placed on preserving the dignity of all individuals, respecting their constitutional and civil rights, offering services and care as close to home as possible, and maximizing each person's independence.

DHS is an umbrella agency headed by an Executive Director appointed by the Governor. The Department has three major divisions consisting of Program/Policy Management, Field Services and Managerial Support.

Program/Policy Management is comprised of 7 major programs: Economic Assistance Policy (including TANF, Food Stamps, Low Income Heating Assistance Program, Vision), Medical Services, Child Support Enforcement, Aging Services, Children and Family Services, Mental Health/Substance Abuse and Disability Services (including Developmental Disabilities and vocational Rehabilitation). North Dakota's assistance programs are state supervised and directed and are administered General Assistance, including optional supplementation of Supplemental Security Income (SSI) benefits. Additionally, many aging and children's services are provided through County Social Service Boards.

Field Services is comprised of eight Human Service Centers located in each of the Governor's designated planning regions providing direct delivery of services to individuals and families, the State Hospital located in Jamestown and the Developmental Center at Westwood Park located in Grafton. The Human Service Centers provide a comprehensive array of outpatient clinical and community services including vocational rehabilitation, mental health services, developmental disabilities services, social services, addiction counseling, and emergency and outreach services. The Centers provide supervision and direction to county agencies delivering social services. The State Hospital is a component of the treatment continuum providing treatment for mental illness and substance abuse. The Developmental Center is an educational and training facility for persons with developmental disabilities.

Managerial Support includes Fiscal Administration, Human Resources, Division of Information Technology, Legal Advisory Unit, the Office of Applied Research, Public Information, and Tribal Liaison.

The Department has approximately 2200 employees located throughout the state at the eight regional Human Services Centers, the State Hospital and the Developmental Center. Additionally, the Department provides technology solutions/support to the 53 County Social Service Boards and the county Regional Child Support Enforcement units. The Department relies heavily on technology to carry out its mission. Many of the functions the Department is responsible for are complex in nature, such as eligibility and benefit determinations, federal reporting or the management of patient care/services.

We see the continued use of technology as a tool to carry out our mission. In the future we continue to see more demand for network capacity to handle additional applications, access to the internet, and video conferencing. We also continue to see more demand for better data that is readily available for program managers to make better business decisions.

AGENCY TECHNOLOGY GOALS AND OBJECTIVES

Goals and Objectives

1 The purpose of the Division of Information Technology is to provide customer services relating to technology and information management to DHS staff so they have the technology and information they need to support their business. **Objective(s)** 1 Technology, (hardware, software, network availability), services and information will be available 95% of the time for our customers who need it when they need it at agreed upon timeframes. **Completion Biennium:** Ongoing **Accomplishments /Status:** 2 All technology solutions to business problems approved by executive management will be completed at agreed upon timeframes and within budget. **Completion Biennium:** Ongoing **Accomplishments /Status:** 3 98% of our customers will rate all our customer service as good or excellent. **Completion Biennium:** Ongoing **Accomplishments /Status:**

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AGENCY IT PLAN CONTACT DATA

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Networking licenses are not included in 05-07 request due to IT consolidation. The initial licenses/maintenance for the Regional Office Automation Project (ROAP) that was included in the current biennium will not be a reoccurring cost in subsequent bienniums. Other items not included in 05-07 due to discontinued use include Viprs, ASI and Dictaphone. Additional infrastructure costs have been included in 05-07 to cover the licensing fees for the SAMS 2000 system for Aging Services. (BOC 3005)

Number of Desktop Computers	1650	Windows 98	0
Number of Desktop Computers planned to be replaced	528	Wndows NT	10
Aveage cost of Desktop Computer Replacements	800	Windows 2000	60
Number of Laptop Computers	200	Windows XP	30
Number of Laptop Computers Planned to be replaced	45	Other	0
Aveage cost of Laptop Computer Replacements	2200		

Number of PC's by Region							
1	2	3	4	5	6	7	8
75	140	85	325	200	375	550	100

Agency Technology Activities

Agency IT Value Matrix

Department of Human Services Mission: To provide quality, efficient and effective human services, which improve the lives of people.

Agency Goal	From the biennial plan	Objective	Area	Activity	IT Value Measurement	Description	IT Value Measurement	IT Investment
Provide a basic standard of living for individuals and families who do not have the current capacity to support themselves and assisting them to move from poverty to self-sufficiency	9901	Develop and maintain the technology infrastructure to assist with determining and providing basic financial support.					Economic Assistance	
Child Support		Eligibility determinations, benefit computation and payment of benefits for recipients of TANF, Food Stamps, LIHEAP, Child Care programs.				Varity of enforcement services managed within FACSES		
					Costs \$8,939,376	Appropriation \$165,551,359	IT Costs \$4,898,740	Child Support Collected \$182 million
					and \$30 million estimated in cost avoidance	IT costs 5.4 cents for each benefit dollar paid.	IT costs of 2.3 cents for each dollar of child support collected or other	
					program benefit avoided.			
Promoting health through preventive services and specialized care and ensuring that eligible individuals can access necessary medical services.								Develop and maintain
the technology infrastructure to assist in providing medical services				Medical Services		Payment of medical claims to providers for services provides to Medicaid		
and SCHIP recipients					Costs: \$5,516,762	Medical Services Paid for: \$563,438,882	IT costs of 0.1% as a percentage of medical services paid.	IT costs of
								\$1.10 to process a claim.

Agency Philosophy - Statement of purpose or mission, typically one per agency

Agency Goal - Short description of business goals of the agency, typically five to eight per agency

Objective - Description of business objectives to obtain business goals, may be multiples for each goal,

Area - Area or Division of the Agency involved in the Goal/Objective

Activity - IT activity that supports the objective, may be multiples for each objective.

- IT Value Measurement Description - How does the agency measure the value of IT, may be multiples for each activity. Some examples include:
- IT Budget / Total Budget
 - IT dollar per dollar collected
 - IT dollar per highway mile
 - IT dollar per case handled

- Any other measurement that helps people understand how the IT expenditures benefit the agency and thus the state.

IT Value Measurement - The numeric value of the measurement described in the pervious column.

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		Current Appropriation	Budget Request	Optional Adjustments	Request Plus Optionals	Subsequent Biennium
10	SALARIES AND WAGES					
	SALARIES, WAGES & BENEFITS	\$3,533,815	\$3,339,443	\$0	\$3,339,443	\$3,339,443
	Total	\$3,533,815	\$3,339,443	\$0	\$3,339,443	\$3,339,443
30	OPERATING EXPENSES					
IT3002	IT-DATA PROCESSING	\$23,530,123	\$23,424,645	\$9,581	\$23,434,226	\$25,755,444
IT3003	IT TELEPHONE	\$2,164,531	\$2,062,935	\$7,128	\$2,070,063	\$2,063,025
IT3005	IT SOFTWARE/SUPPLIES	\$934,227	\$636,505	\$3,916	\$640,421	\$678,605
IT3008	IT CONTRACTUAL SVCS & REPAIRS	\$1,139,812	\$913,497	\$0	\$913,497	\$1,004,043
IT3038	IT EQUIPMENT UNDER \$5000	\$525,440	\$708,230	\$13,200	\$721,430	\$776,553
	Total	\$28,294,133	\$27,745,812	\$33,825	\$27,779,637	\$30,277,670

Funding Source					
AGING ADMINISTRATION - 02		\$1,002	\$0	\$1,002	\$0
BLHSC - OTHER		\$8,067	\$0	\$8,067	\$8,067
CCDF - DISCRETIONARY FUNDS		\$14,360	\$0	\$14,360	\$0
CHILD CARE DEVELOPMENT FUND		\$14,360	\$0	\$14,360	\$0
CHILD SUPPORT ENFORCE 93.563		\$233,427	\$0	\$233,427	\$0
CHILD WELFARE SERVICES-93.645		\$668	\$0	\$668	\$0
DEVELOP. CENTER - OTHER FUNDS		\$13,640	\$0	\$13,640	\$13,640
DISABILITY DETERMINATION SERVICES-9		\$5,343	\$0	\$5,343	\$0
FC ADOPTION ASSIST. 93.659		\$8,682	\$0	\$8,682	\$0
FOOD STAMP PROG. 10.561		\$42,744	\$0	\$42,744	\$0
FOSTER CARE IV-E-93.658		\$12,022	\$0	\$12,022	\$0
HUMAN SERVICES DEPARTMENT FUND 325C		\$5,963	\$0	\$5,963	\$5,963
IT FEDERAL FUNDS		\$11,792,770	\$16,913	\$11,809,683	\$13,753,637
IT SPECIAL FUNDS		\$1,403,870	\$0	\$1,403,870	\$1,543,882
LIHEAP - 93.028		\$100,851	\$0	\$100,851	\$0
LRHSC-OTHER		\$5,214	\$0	\$5,214	\$5,214
MEDICAL ADMINISTRATION-93.778		\$313,574	\$0	\$313,574	\$0
NCHSC-OTHER		\$7,179	\$0	\$7,179	\$7,179
NEHSC-OTHER		\$8,412	\$0	\$8,412	\$8,412
NWHSC-OTHER		\$3,315	\$0	\$3,315	\$3,315

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	Current Appropriation	Budget Request	Optional Adjustments	Request Plus Optionals	Subsequent Biennium
PART C-84.181		\$1,336	\$0	\$1,336	\$0
REFUGEE ASSISTANCE CMA 93.026		\$1,336	\$0	\$1,336	\$0
SCHSC-OTHER		\$8,574	\$0	\$8,574	\$8,574
SEHSC-OTHER		\$11,068	\$0	\$11,068	\$11,068
STATE GENERAL FUND		\$16,831,349	\$16,912	\$16,848,261	\$18,167,651
STATE HOSPITAL- OTHER FUNDS		\$74,448	\$0	\$74,448	\$74,448
SUBSTANCE ABUSE PREVENTION TREATMEN		\$668	\$0	\$668	\$0
TANF BLOCK GRANT		\$69,126	\$0	\$69,126	\$0
VOC. REHAB. BASIC SUPP. 84.126		\$85,824	\$0	\$85,824	\$0
WCHSC-OTHER		\$6,063	\$0	\$6,063	\$6,063
		\$31,085,255	\$33,825	\$31,119,080	\$33,617,113

IT Capture Project Details - Agency Budget Request

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Project: Implement 4 year replacement cycle for desktop PCs

Priority - 2

Major Enhancement / Upgrade

Project Description

The 4 year PC replacement cycle project will move Human Services from a 6 year life cycle on all desktops and notebooks to a 4 year life cycle.

Description of Business Need or Problem Driving the Project

EA (Enterprise Architecture) has set a standard that all desktop PCs are replaced every 4 years and all laptops are replaced every 3 years. To meet this requirement Human Services must replace half of its PC inventory every biennium. Moving to a 4 year replacement cycle will also help reduce overall support costs and increase overall productivity.

Description of how Project is Consistent with the Organization's Mission

Getting Human Services on a 4 year PC replacement cycle will result in Human Services having faster PCs that will have very little downtime. This will allow Human Service staff to provide quality, efficient, and effective human services to our clients.

Description of the Anticipated Benefits

Human Services will have newer more standardized equipment, which will reduce support costs and increase productivity. There will be a cost savings due to less break downs of equipment. Less repair parts will need to be purchased and also less time will need to be spent fixing these PCs. With newer PCs Human Services will see more productivity from their staff. Also, newer programs will be able to run on these PCs, which will allow Human Services to take advantage of the latest technology.

Description of the Impact of NOT Implementing the Project

See attached narrative.

Identify any Risks Associated with the Project

None.

Description of Additional Cost, if Any, for the Project

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Project: Implement 4 year replacement cycle for desktop PCs

N/A

Additional Costs for the project that are not included in IT Object Codes

Additional Costs -

Optional Project Costs \$362,800.00

Total Project Cost -**Total Project Cost + Optionals \$362,800.00****Description of Non-Appropriated Funds -**

N/A

	<u>CURRENT</u> <u>APPROPRIATIONS</u>	<u>BUDGET</u> <u>REQUEST</u>	<u>OPTIONAL</u> <u>ADJUSTMENT</u>	<u>REQUEST PLUS</u> <u>OPTIONALS</u>	<u>SUBSEQUENT</u> <u>BIENNIUM</u>
IT3038 IT EQUIPMENT UNDER \$5000	\$0	\$0	\$362,800	\$362,800	\$362,800
Total	\$0	\$0	\$362,800	\$362,800	\$362,800
001 STATE GENERAL FUND		\$0	\$314,266	\$314,266	\$314,266
FED1 IT FEDERAL FUNDS		\$0	\$48,534	\$48,534	\$48,534
Total Funding:		\$0	\$362,800	\$362,800	\$362,800

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Project: County Staff Assistance for MMIS Rewrite project

Priority - 3

Application Replacement

Age of Current Application - 27

Project Description

We are planning on moving the remaining Medicaid TECS cases to the VISION system. By doing so, we will eliminate the need for the new MMIS system from having to interface with the TECS system and at the same time we will have all the TECS cases reside in VISION. By making these changes, we will need county workers to help in the Analysis/Design and testing of these changes.

Description of Business Need or Problem Driving the Project

The TECS and VISION systems are computer applications used by the county eligibility workers to provide TANF and Medicaid benefits for the citizens of North Dakota. When we make changes to these systems, we like to get ideas and input from county workers to improve the design, efficiency, cost and acceptance of the project. When we have county workers involved with a project, the counties will buy in and embrace the changes rather than resist the changes.

Description of how Project is Consistent with the Organization's Mission

By including county workers we provide the eligibility workers with a better and more efficient system to help the citizens of North Dakota obtain the TANF and Medicaid benefits they deserve.

Description of the Anticipated Benefits

When we have county workers help in the analysis, design and testing of system changes, we end up with a much better product with a lot less problems after implementation.

Description of the Impact of NOT Implementing the Project

Without county involvement, I believe that the application will not be built as efficiently as possible and that the counties will not be as receptive to the changes. I also believe that both the costs and risks of the project increase without county involvement.

Identify any Risks Associated with the Project

I believe we reduce our risks dramatically by implementing county workers in the project. We have done this in the past and we have always benefited from their help and expertise. I believe the main risk with this project is if the requirements and length of time to complete this project increase. If this was the case, the county workers would need to be on the project for a longer period of time and this would increase our costs.

Description of Additional Cost, if Any, for the Project

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Project: County Staff Assistance for MMIS Rewrite project

N/A

Additional Costs for the project that are not included in IT Object Codes

Additional Costs -

Optional Project Costs \$219,020.00

Total Project Cost -**Total Project Cost + Optionals \$219,020.00****Description of Non-Appropriated Funds -**

N/A

		<u>CURRENT</u> <u>APPROPRIATIONS</u>	<u>BUDGET</u> <u>REQUEST</u>	<u>OPTIONAL</u> <u>ADJUSTMENT</u>	<u>REQUEST PLUS</u> <u>OPTIONALS</u>	<u>SUBSEQUENT</u> <u>BIENNIUM</u>
IT3008	IT CONTRACTUAL SVCS & REPAIRS	\$0	\$0	\$219,020	\$219,020	\$0
Total		\$0	\$0	\$219,020	\$219,020	\$0
001	STATE GENERAL FUND		\$0	\$79,620	\$79,620	\$0
FED1	IT FEDERAL FUNDS		\$0	\$139,400	\$139,400	\$0
Total Funding:			\$0	\$219,020	\$219,020	\$0

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Project: MMIS Rewrite Phase II

Priority - 1

Application Replacement

Age of Current Application - 27

Project Description

To implement a new Medicaid Management Information System (MMIS) during the 2005-2007 biennium that captures DHS's current and future needs, meets Centers for Medicare and Medicaid Services (CMS) requirements, and takes advantage of the best new technologies and business process innovations.

Description of Business Need or Problem Driving the Project

The MMIS is over 25 years old, poses problems with old technology, difficult to maintain, inefficient operations, increased maintenance and operating costs, and has data integrity issues.

The existing MMIS was implemented in the late seventies. This system poses problems with old technology and data integrity and needs to be replaced with 21st century technology. Additionally, the system has been modified numerous times to add new components and functionality. These changes have lengthened the useful life of the existing system but have resulted in a patched up system that is very difficult to maintain and keep operating efficiently. Maintenance and enhancements to the MMIS application take longer and cost more. Problem resolution, coding and testing all take considerable more time than maintenance to other applications written in the last ten years.

Description of how Project is Consistent with the Organization's Mission

A new MMIS will allow DHS to use new innovative business processes through the use of current technology to meet DHS's organization mission.

Description of the Anticipated Benefits

A new MMIS solution would yield savings to the Department in many areas due to a reduction in operating expenses, maintenance costs, and staff time.

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Project: MMIS Rewrite Phase II

The anticipated benefits are expected to be numerous. The applicable HIPAA requirements will be achieved, and the new system will result in more efficient processing and maintenance capabilities, increased accuracy in payments being made, improvement in reporting, monitoring and projection of usage and claims, and an increased level of service to our client population and the providers who serve them.

A new MMIS solution would yield savings to the Department in many areas due to a reduction in operating expenses, maintenance costs, and staff time.

These benefits include:

- Process claims more efficiently
- Less risk of inability to pay providers
- Reduce temporary claims staff
- Savings to providers because of cash flow, and staff time used to track down Medicaid payments
- Ability to add and enforce additional business rules
- Providers will have real-time access to claim information
- More responsive to future HIPAA regulation changes resulting in quicker, smoother, and less costly implementations
- Reduce printing and postage for Medical Services
- Reduce the number of system problems; which will reduce system maintenance expenses
- When enhancements or maintenance are necessary, the changes can be implemented more quickly.
- Reduce staff costs and backlog of paper claims.

Description of the Impact of NOT Implementing the Project

DHS is required to pay claims within a limited time period, if the existing system continues to have data integrity problems a chance does exist to lose federal funding. Significant changes will need to be made to meet HIPAA regulations.

Identify any Risks Associated with the Project

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Project: MMIS Rewrite Phase II

State funding is not approved.

Federal funding is not approved.

Vendor will not meet scheduled product and deliverable dates.

Staffing levels and resources are not adequate.

Staff turnover.

Prior approval from CMS on project deliverables takes longer than expected.

Description of Additional Cost, if Any, for the Project

N/A

Additional Costs for the project that are not included in IT Object Codes

Additional Costs - \$0.00

Optional Project Costs \$29,188,859.00

Total Project Cost -**Total Project Cost + Optionals \$29,188,859.00****Description of Non-Appropriated Funds - \$0.00**

N/A

		<u>CURRENT</u> <u>APPROPRIATIONS</u>	<u>BUDGET</u> <u>REQUEST</u>	<u>OPTIONAL</u> <u>ADJUSTMENT</u>	<u>REQUEST PLUS</u> <u>OPTIONALS</u>	<u>SUBSEQUENT</u> <u>BIENNIUM</u>
IT3002	IT-DATA PROCESSING	\$0	\$8,050,894	\$0	\$8,050,894	\$0
IT3008	IT CONTRACTUAL SVCS & REPAIRS	\$0	\$21,137,965	\$0	\$21,137,965	\$0
Total		\$0	\$29,188,859	\$0	\$29,188,859	\$0
001	STATE GENERAL FUND		\$3,667,820	\$0	\$3,667,820	\$0
FED1	IT FEDERAL FUNDS		\$25,521,039	\$0	\$25,521,039	\$0
Total Funding:			\$29,188,859	\$0	\$29,188,859	\$0

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Project: Time and Attendance

Priority - 4

New Initiative

Project Description

To implement one (1) time and attendance reporting system for the Department of Human Services (DHS) during the 2005-2007 biennium thus eliminating the use of two (2) systems to perform the same function.

Description of Business Need or Problem Driving the Project

The State Hospital and Developmental Center are already using Kronos for time reporting and this proposal would allow for the remainder of the agency to use the same time reporting method, as well as for everyone to begin using an automated leave accrual system. DHS currently has a license for 1500 users, and are not utilizing that full capability. This proposal would allow for DHS to use the system to its fullest extent, thereby maximizing our efficiency.

Description of how Project is Consistent with the Organization's Mission

Using one (1) time and attendance reporting system will provide for uniformity within the department and will be in keeping with DHS' organizational mission. The DHS mission is to provide quality, efficient and effective human services, which improve the lives of people. This mission also applies to the individuals that provide support in effecting the department's mission.

Description of the Anticipated Benefits

The implementation of KRONOS department wide would yield savings to the department in many areas due to a reduction in operating expenses, maintenance costs and staff time.

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Project: Time and Attendance

Quantitative benefits

- Payback is estimated to be 36 months based on industry standards and DHS demographic information
- Estimated \$510,000.00 annual savings by the elimination of the estimated 3% Payroll Inflation rate as a result of time reporting being based on actual system time when the employee checks-in, and the interface with the leave accrual portion of Kronos.
- An estimated print savings of \$1,440.00 annually by eliminating the use of the NCR two-part leave slips. Approximately 48,000 of these forms at a cost of \$.03 each are processed annually. This is not taking into account, unprocessed forms that are either lost or discarded.
- An estimated annual savings of \$4,644.00 by eliminating the duplication of effort in relation to inputting and auditing of employee leave slips.
- An estimated annual savings of \$1,500.00 by eliminating error correction processing due to inadvertent clerical errors in time reporting (i.e. calculations, dates etc...).
- Elimination of running monthly batch jobs that post leave usage and accruals to the system. This will reduce Batch CPU charges (\$.98 per cpu second).
- Monthly ADABAS CPU charges (\$1.03 per cpu second) will be reduced as information regarding leave usage and balances will be accessed via Kronos and/or PeopleSoft versus the mainframe.
- Immediate data access eliminates the need for staff to request leave balance information, which includes locating the information, copying it, delivering it, and re-filing it-a process that involves considerable staff time and expense.
- An electronic leave request and approval system will reduce the need for file cabinets, filing supplies, and expensive office storage space.

Qualitative benefits

- The leave record and timesheet are immediately accessible from any workstation in the agency or connected to the network directly or through the Internet, with full security.
- Manager(s) can approve/disapprove Leave requests online.
- The leave and time record(s) can be viewed simultaneously by multiple staff in multiple locations.
- The leave and time record(s) cannot be lost, misplaced, or delayed in transit. This will greatly reduce the need to generate manual paychecks for timesheets that have been misdirected via the Postal mail service.
- The security within Kronos allows for controls that are acceptable with DHS standards.
- User access can be logged and audited, tracking which records were accessed, and which functions were performed.
- Payroll and timekeeping staff productivity is increased through automated procedures; real-time access and decision-making tools provide the data needed quickly and through a minimum number of keystrokes.
- Elimination of inadvertent work hour inflation (forgetting to submit a leave slip).
- Time reporting is based on real system time rather than individual determination.

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Project: Time and Attendance

- All employees and managers appreciate complete, immediate, 24/7 access to the leave record.
- All information is legible and can be reviewed or audited easily.
- Manual data collection and reporting is significantly reduced, resulting in less error.

Description of the Impact of NOT Implementing the Project

DHS will have to continue using/maintaining two (2) time and attendance reporting systems therefore losing the aforementioned benefits.

Identify any Risks Associated with the Project

We are successfully using Kronos at the State Hospital and Developmental Center, therefore, most implementation risks have been minimized. We currently have a batch interface that has been created to update the PeopleSoft payroll module, but any additional interfaces that may be required, are difficult to identify until the PeopleSoft system is fully implemented.

Description of Additional Cost, if Any, for the Project

N/A

Additional Costs for the project that are not included in IT Object Codes

Additional Costs -

Optional Project Costs \$45,508.00

Total Project Cost - \$0.00

Total Project Cost + Optionals \$45,508.00

Description of Non-Appropriated Funds -

N/A

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IT3005	IT SOFTWARE/SUPPLIES	\$0	\$0	\$45,508	\$45,508	\$68,500
Total		\$0	\$0	\$45,508	\$45,508	\$68,500
001	STATE GENERAL FUND		\$0	\$19,972	\$19,972	\$30,065
FED1	IT FEDERAL FUNDS		\$0	\$25,536	\$25,536	\$38,435
Total Funding:			\$0	\$45,508	\$45,508	\$68,500